

Gender Pay Gap Employer Statement

2024

CONCENTRIX + Webhelp



Content



Foreword

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We welcome the first publication of the employer statements. This report reflects the work and progress we have made as an organisation, but also recognises our commitment and actions to eliminate the gender pay gap.

The results are testimony of our commitment towards closing the gender pay gap - but also of our continuous efforts in fostering an inclusive and discrimination free work environment for all our game-changers.

This year's numbers show incredible progress yet are a driver to analyse our organisation at greater levels - ultimately helping us better understand where we can design and deliver better approaches.

At Concentrix + Webhelp, we are fanatical about our people and challenge ourselves every day to stand up for best practices. Our DEI is the epitome of bringing forth this change and is the foundation to everything we do.

Ultimately, we understand the reasons behind our gender pay gap and are committed to narrowing this to create a better future for all our employees.





VISION

To be the greatest
customer engagement
company in the world, rich
in **diversity** and **talent** -
powered by **creativity**
and **technology**

CONCENTRIX + Webhelp





We are **NOT** here for the **STATUS QUO!**

We are **CHANGING THE GAME**
in our pursuit of **EXCELLENCE.**

We are **FIGHTING FOR**
better brand **EXPERIENCES.**

Championing our **PEOPLE.**

Acting with **INTEGRITY.**

Collaborating **CONSTRUCTIVELY.**

Always with **EXEMPLARY CHARACTER!**

We win only when our **CLIENTS WIN.**

We are *One* team, *One* Company

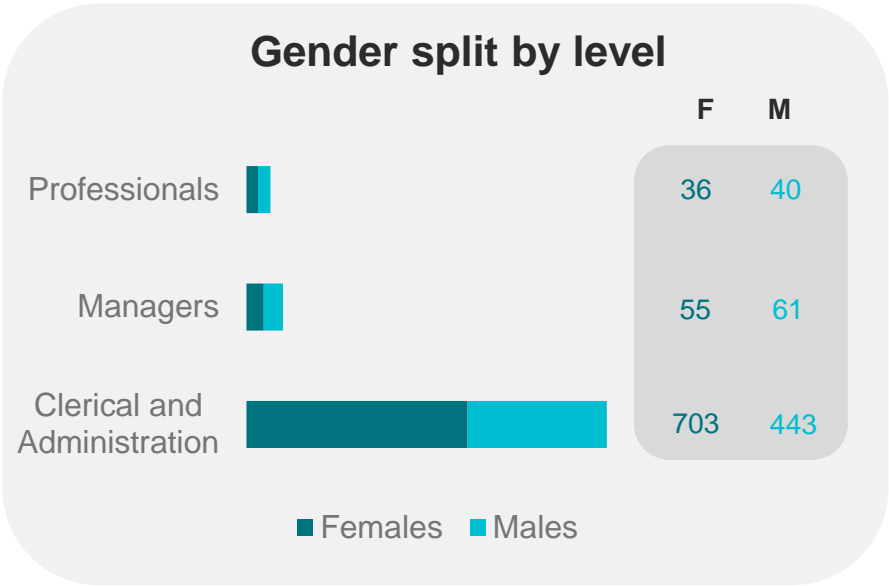


Our Gender Pay Gap

Results

Total Remuneration	2020 – 2021	2021 – 2022	2022 – 2023
Mean*	13.5%	13.9%	8%
Median**	5.8%	14.5%	0.8%

Base Salary	2020 – 2021	2021 – 2022	2022 – 2023
Mean	10.1%	10.2%	6.8%
Median	2.6%	16.4%	0.6%



Concentrix + Webhelp sees significant reduction

***Mean gender pay gap:** The difference between the average earnings for men and women, expressed as a percentage of men’s average earnings

****Median gender pay gap:** The difference between the median of what men are paid and the median of what women are paid, expressed as a percentage of the median man’s earnings.

Our Gender Pay Gap

Comparison to Industry

Total Remuneration	Our Organisation	Industry Comparison
Mean	8%	13.6%
Median	0.8%	4.8%

Base Salary	Our Organisation	Industry Comparison
Mean	6.8%	11.7%
Median	0.6%	2.4%

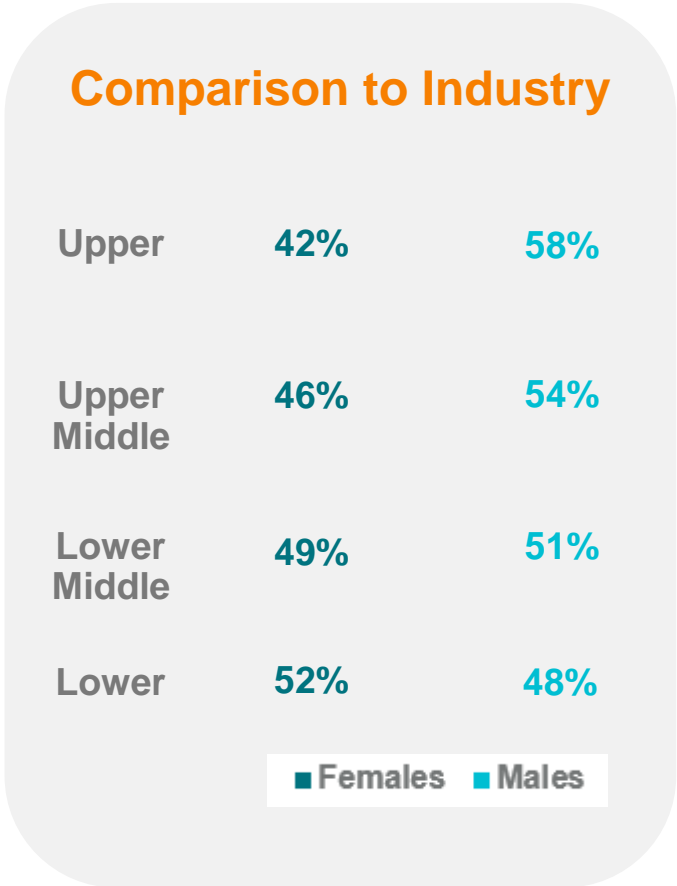
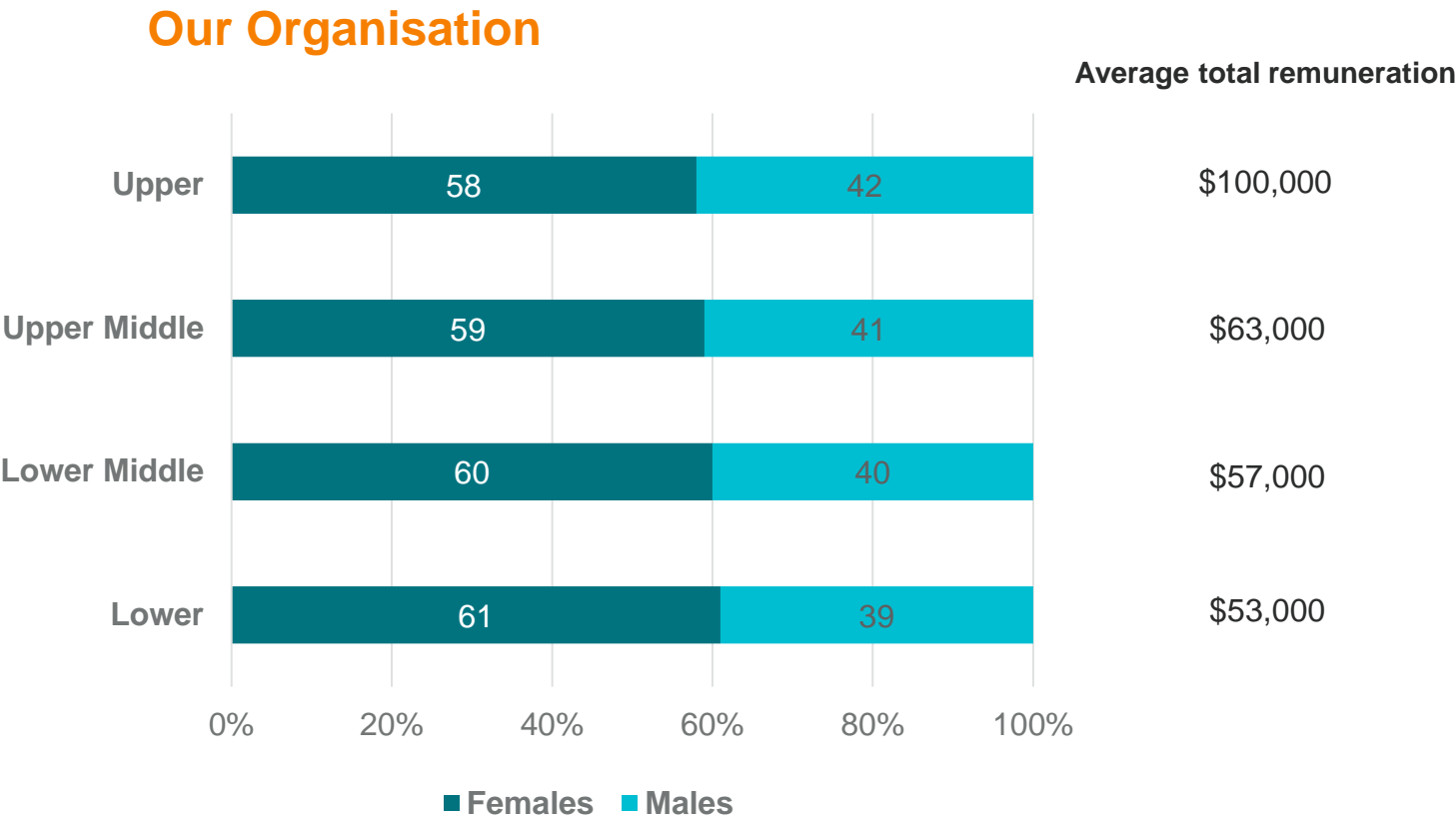
- ✓ With a mean 5.6% below industry benchmark Concentrix + Webhelp is well positioned to continue closing the average gender pay gap.
- ✓ The median pay gap shows that at Concentrix + Webhelp the median pay for Women and Men is nearly equal whilst the industry benchmark still hovers between 2% and 5%.
 - This is a very promising statistic for Concentrix + Webhelp and shows the commitment made to gender equality.



Concentrix + Webhelp outperforms the industry benchmark group in both facets of the gender pay gap

Our Gender Pay Gap

Pay Quartile Gender Composition



Our Gender Pay Gap

Understanding the Gap

The gender pay gap allows us to understand the scope of gender balance and equity within an organisation. It's important however not to get the gender pay gap confused with equal pay. At Concentrix + Webhelp, we have a gender-neutral approach to pay equally across all levels of the business.

It's evident we have a gender imbalance across our workforce composition, showing a higher concentration of females within lower-paid roles increasing our pay gap. Reasons behind the gap can be a result of indirect factors, closely related to unconscious bias, recruitment practices and promotion and appointment opportunities linked to experience, as well as our colleague demographic at a whole.

Our gender pay gap however from the reporting year 2022-2023 stipulates a significant reduction which shows progress that we welcome. We continue to remain levels under the national and industry average which reflects our policies and commitment - moving us in the direction of an equitable environment for all our employees. All the same, we recognise the gap and will continue to work on removing barriers of equal opportunity and closing the gender pay gap.





Our Commitment



Diversity, Equity & Inclusion

Our Commitment

Diversity, Equity & Inclusion is in our DNA. At Concentrix + Webhelp, we take very seriously our commitment in creating a culture where ALL employees feel they belong and are valued. We embrace the diversity of our game-changers and believe the gender gap can be ultimately overcome through our continued DEI practices and outlook. We are confident this can be achieved primarily focused around our four distinct pillars – the 4E's:



Employ

Attract talent pipeline



Enable

Build barrier-free environment



Engage

Awareness on inclusion programs



Empower

Upskilling programs & career progression



DEI Goals by 2025



Our Actions

For a Better Future

We recognise closing the gender pay gap will take time however, we are devoted to continuous improvement and have concrete actions and initiatives in place to assist the cultural movement.

Similarly inline with our commitment for a strong DE&I workplace at Concentrix + Webhelp, our focus revolves around these items:



Recruitment



Retention & Progression



Education & Training



Our Actions

For a Better Future

Our practices go beyond attracting and hiring more women into our business, but more-so fostering a strong focus and drive on a variety of imperatives that delivers a more balanced, inclusive and diverse workforce across our organisation.



Recruitment

- ✓ **Inclusive bias-free** recruitment practices supported by inclusive **recruitment training**
- ✓ **Diverse recruitment** and support including differently-abled
- ✓ **Promoting diverse representation**
- ✓ **Gender balanced** recruitment targets
- ✓ Roles **advertised internally** to widen pool of candidates and **support career growth** for all staff
- ✓ Attracting and retaining a **talented diverse workforce** skilled at working in an inclusive and respectful manner who **embrace our culture**

Our Actions

For a Better Future

We recognise and understand that we are bottom-heavy in terms of a gender imbalance across the workforce, forming our gap. To mitigate that, we promote a supportive culture for career progression and accommodations for all our staff.



Retention & Progression

- ✓ Facilitate the **development and growth of women leaders**
- ✓ **Tailored learning and development** for all directions, pathways and staff
- ✓ Mentoring / development programs and **resource groups**, accelerating movement into leadership positions
- ✓ **Flexible work arrangements, parental leave options** and **domestic violence support** available to all staff. We consider on a case-by-case basis so employees can **feel supported** no matter the circumstances



Staff Resource Groups

					
Cultivate an inclusive environment that supports and encourages women to advance their skills and leadership potential through connection, development, collaboration and discussion.	Foster networking, professional development, mentoring, and leadership opportunities with a focus on the recruitment, retention, learning, and advancement of Black people at Concentrix + WebHelp.	Celebrate the community of LGBTQ+ staff and provide them with the resources needed for growth and development, through education, communication, and mentorship.	Advance awareness and inclusion for people with disabilities at Concentrix, by creating equity in the opportunities to be recruited and hired, to improve and advance, and to fully participate in every aspect of our business.	Foster networking, professional development, mentoring, and leadership opportunities with a focus on the recruitment, retention, learning, and advancement of Neurodivergent people at Concentrix + WebHelp.	Woman in Tech's mission is to cultivate an inclusive environment that supports and encourages ITGS staff to advance their skill and leadership potential. The Vision for woman in tech is to establish ITGS as a desirable place to work for all staff especially woman
Network of Women	Black Professionals Network	PRIDE (LGBTQ+)	Persons with Disabilities	People with Neurodiversity	Woman in Technology

Our Actions

For a Better Future

Understanding that education and training is not only a necessity for our staff but for us to learn as an organisation places great importance. We recently implemented round tables to better identify the needs of our employees and assess where we can accommodate changes to pursue a better future.



Education & Training

- ✓ Mandatory **Respect@Work** training covering all aspects of sexual harassment and sex-based harassment behaviours for a safe working environment
- ✓ **Structured DE&I training** available to all staff to promote inclusivity and develop employees to live our culture
- ✓ **Round tables** and **ESAT surveys** to recognise the climate of the organisation and better understand where we can make improvements as a whole



**Let's do
something
great** ♥♥♥

